

APPENDIX C

PLG Priority List
High Level Release Time Line

Program Leadership Group MiCSES Improvement Priority List

The following is a list of categorized fixes and improvements to MiCSES authorized by the Program Leadership Group (PLG) and jointly maintained by the Office of Child Support (OCS) and MiCSES project staff. The PLG determines the items to be included in this list based on recommendations from partners, OCS, MiCSES project staff and Work Improvement Teams (WITs). The WITs make recommendations after reviewing requested system fixes and improvements from system users who have submitted remedy tickets. Each item on the list represents a project that will require significant effort – at least 2500 system development hours. (Projects and tickets of smaller effort and hours are initiated and prioritized through the TAG and RPG groups.)

The PLG, with input from the WITs and the Release Planning Group, sets the implementation priority for the items in the list. The highest priority is assigned to issues that improve disbursement of money to families, positively impact the IV-D budget and are cost beneficial, improve the caseworker's ability to serve our customers, or are required by law. Work on these system fixes and improvements begins first through a charter. During the charter process, technical and business staff identify the business and functional requirements associated to the project. Once identified and approved, the project may be assigned to a MiCSES release based on the program's available resources and technical considerations. Items in this list that are currently in the charter process or are scheduled for release are identified in the last column. However, the charter and release content are subject to change based on new issues that surface during this process, resource conflicts or escalated emergency tickets.

Please Note: This report is sorted by function area and then PLG priority.

The Program Leadership Group updates this document as needed. For questions on the document, contact Karen Wildrom (wildromk@michigan.gov)

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Program Leadership Group
MiCSES Improvement Priorities

Request #	PLG Priority	Function Area	Source	Item	IV-D Professional Item Description	Status
17	1	Case Management	MiCSES Project Staff, FOCA Memo 03/05	Automated Locate Updates	Automated updates of Located information: As new information is received from various sources, for example: SSA, Death data(DCH/SSA), Prisoner information, (directly by MiCSES or by the Data Warehouse) this information could be directly updated into MiCSES and next actions (automatically) taken based on a predetermined priority of the source of the information. The system could also be enhanced to verify if the new information has been already received from another source or the same source – before. Carol Kraklan: The 3.3 release will include changes to the Batch_CLFC process; however, Batch_LOCU must still be fixed.	RPG Approved Charter
28	2	Case Management	FOCA, FOCA Memo 03/05	Interstate Processing	Case Processing for Interstate Activity is included in all of the MiCSES functional areas: Interface/Case management, Establishment, Financials, Enforcement, Security, Forms and Reporting. This effort's goal is to focus on meeting the new Federal Requirements for interstate activity and to fix the problems with the existing functionality. Approximately 10% of the cases are interstate. CSENet communications with other states Interstate Correspondence Federal Information Processing table changes Interstate work processing Interstate forms Miscellaneous	MiCSES 5.1
119	3	Case Management	RPG/MM Committee	Member Merge/Case Merge	Improve member merge process to allow users to merge members/cases financial, order and CAR/case information. Include a process that gives workers the information they need to direct the system to merge members/cases.	
63	Bridges	Case Management	MiCSES Project Staff	BRIDGES/IV-A Interface	Automatic two-way interface with IV-A. Simulate CIMS originally in MiCSES 4.7 10/07: Simulate CIMS implementation and initiation planned now <u>after</u> 4.7.- full two-way interface with robust functionality planned later.	In progress
89	Bridges	Case Management		Non-Cooperation Issue	There are problems with the form being generated as requested, according to query results. Some support specialists are listed ten times on the same day as trying to issue a form, which had a system failure and didn't result in a form actually being sent to client or worker. The non-cooperation issue is really tied to the entire automated referral issues with the contact letters and with issues that we currently have with forms not being sent as requested by our vendor. More investigation into the issue will be needed (Pam McKee). Some Jan 06 fixes. Remaining items will be resolved with Bridges two-way interface.	MiCSES 3.6.1 (partial) In progress
91		Case Management	FOCA Memo, CSPR	Improve Workflow	Review and improve individual chains to reduce steps needed to complete chain process. Streamlines workflow. These items require a system (not maintenance) release. 11/20/07: A number of high volume transactions in MiCSES require the user to go to multiple screens, lengthening the amount of time it takes to perform a specific function. Examples: a. Determining the status of a payer's account at a hearing takes twice as much time as previous systems. Workers must rely on the physical "hard copy" file and not the system; b. Processing a paternity or family support case in MiCSES can take over an hour if both parties appear; c. The screen design and functionality of MiCSES is not conducive to high volume processing of hearings. Preparing a show cause order requires at least 18 manual entries.	

Program Leadership Group
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24		Case Management	MiCSES Project Staff, FOCA Memo 03/05	Case Restructuring	Ensure referential integrity is maintained between Case, Member and Case Type History. Will ensure users cannot modify the status of a case, without all members to reflect the same status or case type. This item will serve as a foundational building block for multiple issues on this list. 9/06: Michael does not recommend at this time.	Charter 1.2 Complete
36		Case Management	MiCSES Project Staff, FOCA Memo 03/05	Alert Review and Rework	Case Worker Alerts: Review the workload management process by substantially reducing the number of alerts generated by the MiCSES application. This can only be achieved if the system is enhanced with the intelligence necessary to handle a majority of the decisions currently taken by case workers. Instead of informing a case worker at the first sign of 'trouble', the system should be improved to inform a case worker only as a last resort. Develop a better way to "announce" a referral from the Support Specialists to the FOC. Now it is an alert that is not always seen because of the alert overload workers are experiencing. (Carol Kraklan: 23 Remedy Tickets associated with this Item.) CROSS REFERENCE ITEM: Improve Usability Across System. Consider a worker-driven alert menu, providing <u>required</u> alerts but permitting individual worker decision-making where appropriate. (Similar to the "options" menus on Microsoft products.) Some changes to the alert screen in Release 4.7, but it is not the full-scope fix detailed here.	Small Fix in MiCSES 4.7
64		Case Management	MiCSES Project Staff	Archive CSES History	Will have a more accurate financial accounting and public assistance. Preps us to retire the VAX and have cost savings (Cross reference #42)	RPG Approved Charter
65		Case Management	MiCSES Project Staff	IV-E Interface	Automatic two-way interface with IV-E. SWSS will begin to send us referrals in MiCSES 4.7, but this is not the two-way full functioning interface.	
90		Case Management		Location Through Cell Phone Companies	Cell phone records to locate NCPs. Obtaining addresses & cell phone numbers by contacting major companies. State of VA has shown some success thru this mechanism. May require legislation, other states have.	
61	1	Enforcement	FOCA Memo 03/05	Docket vs. IV-D Case Enforcement	MiCSES tracks cases at the IV-D case level. There may be multiple IV-D cases per NCP/Docket combination (mom-dad-child, grandma-dad-child, and foster care-dad-child will be different IV-D cases, but may be the same docket). MiCSES tracks debts at the NCP-Docket-IV-D level. There has been concerns that we are over enforcing at the NCP-Docket level. This could occur when a given IV-D case is overpaid but another case is underpaid. Under the docket, the NCP doesn't owe anything. Under the IV-D case with a positive balance, the NCP does owe. Enforcement is IV-D case specific. MiCSES cannot easily transfer a case from one county to another. The transferring county must end all arrears and enforcement and the receiving county must then manually re-establish the case.	
59	2	Enforcement		Electronic Employer Interface	Implement necessary system modification to permit MI to participate in the federal EIWN program. Send IWNS to a few registered employers via electronic transmission using the federal portal.	Business Requirements Complete

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25	3	Enforcement	OCS, FOCA Memo 03/05	Medical Enforcement and National Medical Support Notice (NMSN) Changes (Phase II)	Jan Merkle: Provide for enhancement of medical support enforcement, including tracking of the employer's use of NMSN and the use of an electronic version of the NMSN form with employers. From FOCA Memo: Jan - These are issues that do need review. Medical Support is an increasingly important issue that will need review by ENF Policy and the ENF WIT. There is a work around in that once the child emancipates, and the order is an arrears only order, the worker can move to the SORD screen and indicate that neither party is required to provide medical insurance, but this only is a valid workaround when all children on the order are emancipated. I know that the ENF WIT discussed this issue along with the IWN, but it wasn't documented in the ENF IWN Requirement document. 12/28/06 per MA: ENF WIT drafted initial business requirements on Med. Support phase II as a result of this item being previously prioritized as #5. During finalization, we need to have the team indicate highest priority items and the expected cost savings.	RPG Approved Charter
95	4	Enforcement	FOCA/OCS, FOCA memo 03/05	Bench Warrant Enhancements Group C	Interfacing with LEIN- MiCSES must automatically interface with the Law Enforcement Information Network (LEIN), to initiate, modify or cancel a bench warrant whenever the MiCSES application is available to the field. When the application is not available to the field, MiCSES must process bench warrant transactions and send the transactions as soon as the application is again available. MiCSES must communicate the status of the bench warrant request, whether accepted or rejected to allow the worker to take the next appropriate action. MiCSES must allow workers to continue necessary enforcement actions regardless of whether or not MiCSES has received the LEIN confirmation of the warrant request.	
97		Enforcement	FOCA/OCS, FOCA memo 03/05	Bench Warrant Enhancements Group A	Starting Show Cause Hearings- MiCSES must be able to support the show cause process for the non-payment of support. This process includes the automatic and manual selection of cases eligible for show cause, the generation of the petition and order to show cause, and timing associated with notice requirements.	
98		Enforcement	FOCA/OCS, FOCA memo 03/05	Bench Warrant Enhancements Group B	Show Cause Changes after Hearing Orders- MiCSES must be able to enter and produce orders after hearing and bench warrants against any party to a docket or case, other than a dependent. MiCSES must be able to initiate, modify or cancel a court ordered bench warrant. While the database is statewide, the ability to initiate, modify and cancel a bench warrant must be restricted to the circuit that ordered the bench warrant. The system must handle all bench warrants in a consistent manner, whether initiated by a show cause, or other dispute or enforcement remedy.	
72		Enforcement	ENF-WIT	Tax Offset Intercept Process Corrections (Phase II)	Complete the tax offset system work begun with the 3.4 release to provide all processing of state and federal tax offset tasks within the MiCSES application. ENF WIT has created a document outlining the changes. This task contains three main components: 1) Reconciling the federal tax refund offset (FTRO) file with the federal Office of Child Support Enforcement (OCSE). Right now, Michigan developers manually guide a quasi-automated process annually to reconcile MiCSES's FTRO requests with the federal FTRO file. While some of the processes are automated, several steps remain manual. The manual process needs to be automated to the extent possible. 2) State tax (SPON) needs generation from MiCSES. 3) The state tax refund offset (STRO) is an annual qualification. The ENF WIT recommends passing legislation that will allow continuous add/mod/delete like the FTRO process allows. On 4) Other items listed in ENF WIT documentation.	MiCSES 5.1 (Partial)

Key:
20 Priority - means PLG decided would be dictated by events
MiCSES: Mi Child Support ENF Sys
MISDU: Mi State Dis Unit

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OCS PDD/MiCSES
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112		Enforcement	ENF-WIT, FOCA Memo 03/05	Unemployment (Phase 2)	MiCSES implemented UA interface fix with 4.0. However, we have Trade Adjustment Act income that is provided via UA that we are not currently receiving. This is a current loss, with a big potential loss as auto workers are laid-off and seek retraining.	
73		Enforcement	OCS	Liens, FIDM Process	Complete the FIDM system work begun with the 3.4 release including forms, process and report correction and enhancements. MiCSES would have correct history of forms used.	
111		Enforcement		Filtering & Loading Income Sources (EF 47) Phase 2	"EF47" and Filtering and Loading Phase 1 will be implemented in 4.1 but not done were the following business requirements: SOI duplicate management (BRs 1.3.1 - 1.3.6); secondary and tertiary SSN match to SOIs (BR 2.2); further edits on manual attachment of SOIs (BRs 3.1.2 - 3.1.2.2); sorting SOIs by fields (BR 3.2.1); worker's compensation interface (BR 4.1.5); and storing SOIs separately from other entities on the OTHP table (BR 5.1 - 5.6.1). Beyond Phase 2, there is the following: OTHP Cleanup - ability to perform pro-active OTHP SOI entry merges. OTHP Million Record Cleanup - remove (delete) from the OTHP table any entry that is not attached to anything else in MiCSES. OTHP Model EIN/HR address/out-sourced processing: While OTHP table structure is in place, only IWNs make use of this ability. Medical (EF62) will make use of this, and other remedies will make use of this structure.	Business Requirements Done
30		Enforcement	PLG, FOCA Memo 03/05	License Suspension	License Suspension is a manual initiated remedy. CSPR & Centralized Enforcement Groups have both indicated a need to centralize and make more administrative, license suspension. Should system enhancements await further legislative action?	
37		Enforcement	OCS, State legislators	Administrative Lien & CSLN Functionality	Child Support Lien Network & Interception of workers compensation benefits & other insurance settlements. A state law mandates this. NOTE: Cross Reference with item #110.	
39		Enforcement	OCS	Hunting/Fishing License Interface	Michael Adrian: State Plan compliance issue: Need process developed in which DNR collects drivers' license #, obtains SSN through a match with Sect. of State, and then matches the SSN with MiCSES for possible new enforcement chains. To implement this process (in which we do not obtain the SSN right on the hunting license) may require a waiver from the state plan requirement. JEM: A general query is now being run for UP count(ies) & they use it to threaten this remedy. They claim great success.	
70		Enforcement	FOCA Memo 03/05	Court Established Domicile. Parenting Time	There is no show cause for custody violation? Example - Mom takes a kid to FL against order. FOCs want enforcement. 5/23/05: PLG agreed that enforcement of parenting time orders and court required domicile are non-IV-D activities. However, the PLG agreed to keep these items as a single project on the priority list and rate the project as low.	
109		Enforcement	DRA	Automated Enforcement of Interstate (AEI) Cases	Permits IV-D agencies to open a case file when high-volume, automated, administrative enforcement is used in interstate cases. A state would use automated data matches with financial institutions and other entities where assets may be found to find and seize such assets through the appropriate processes. Summer '08 Feds issued draft AT with helpful information. However, MI & Others had significant comments on AT. 9/07: Fed AT not yet final.	

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Request #	PLG Priority	Function Area	Source	Item	IV-D Professional Item Description	Status
110		Enforcement	DRA	Information Comparisons With Insurance Data.	The DRA 2005 authorizes the federal HHS to use the FPLS to compare info. of non-custodial parents who owe past-due child support with info. Maintained by insurers regarding claims, settlement, awards, and payments. Secretary may furnish info. resulting from the match to state child support agencies. Includes state reimbursement of federal costs. NOTE: Cross Reference with item #37. OCSE released DCL 07-31 inviting states to participate in an early phase.	
115		Enforcement	OCS	Medical Support Regulation	Reference OCSE AT06-04. Proposed Federal Regulatory changes that may be effective as early as 10/1/07. Final Regulations pending as of 9/07. This proposed rule: defines cash medical support; requires that all support orders in the IV-D program address medical support; requires that States consider health insurance available to either parent; redefines health insurance that is available at "reasonable cost"; requires health insurance coverage to be "accessible"; establishes a priority for satisfaction of child and medical support responsibility; allows States to close child-only Medicaid cases under certain circumstances; and makes changes to Federal substantial-compliance audit and State self-assessment to address medical support requirements.	
11	1	Establishment	OCS/ EST-WIT & Case Man. WIT	Scheduling	There are a large number of problems with the SWKS screen. It may schedule the wrong Judge or referee, it does not maintain data, many workers cannot activate it, office hours cannot be accurately characterized, vacations cannot be scheduled, etc. This makes use of the program difficult and unacceptable. As a result workers do not use the system, timers do not reflect work and orders are in jeopardy. Carol Kraklan: The CM WIT reviewed all SWKS remedy tickets at their June 7, 2004 meeting. Master remedy ticket 118372 was approved for referral to the release planning group and PLG.	MiCSES 5.1
85	2	Establishment	PLG	Guideline Enhancement - Group 1, 2 and 3	The Group 1 will allow the health care insurance amount to be reported separately as an individual line item in the Guideline Details, Guideline Form, Order prep screens and uniform support order. Other two groups are smaller in scope and less critical. (cross reference #117)	MiCSES 5.1
19	3	Establishment	OCS/ EST-WIT	Paternity Establishment / Acknowledgment Data Interface with DCH	Pam McKee: DCH/DW/MiCSES interface for paternity establishment/acknowledgement for the 157 report and the 284A report. The following are not necessarily system ideas. System impact needs to be identified. 1) Need system data interface for acknowledgements on DCH DW to our DW. It would be an enhancement. 2) Legal paternity process: More CARs being generated before FY end, which can impact PEP if legal paternity can then be established by FY end. 3) DHS FIS/ES workers more aware of importance of acknowledgement process when interviewing customers in-person, since it falls to them now, instead of SS. 4) Step up efforts with birthing hospitals to gain more acknowledgements sent to DCH. Migrate DCH Central Paternity Registry (CPR) into Data Warehouse and MiCSES. -Populate birth/ death and paternity MiCSES fields from DCH data.- Capability of running IV-A & IV-D reports to target children without paternity who are active. TANF/MA/CDC/FAP programs. Ensure end-user usability of the incoming information.	Work-around in MiCSES 4.0 and MiCSES 4.1
94	4	Establishment	EST WIT	Confinement/Birthing Expenses	DCH may also be developing a new automated system that will more fully automate confinement expense reports to IV-D. (cross reference #114)Improve MiCSES function to support the policy and procedure changes under development by the EST WIT.	Business Decisions In Progress

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100		Establishment	DRA	Mandatory Review and Adjustment of TANF cases.	There must be a 3-year automatic initiation of review on all active public assistance cases ("if there is an assignment under part A of this subchapter"). 9/06 PLG determined that this is a low priority.	
114		Establishment		MMIS System Interface	Potential interface to new DCH MMIS application	
117		Establishment	SCAO	New Guideline Formula proposed in 2007	SCAO/Supreme Court working on new guideline formula as of 9/1/07. Changes to MiCSES likely needed. Bus. requirements must begin by 1/1/08 to be implemented in the 5.1 release in Aug/Sept 08. Supreme Court must first finalize. (cross reference #85)	MiCSES 5.1
104	1	Financial	DRA	Never Assistance Annual Collection Fee.	42 USC 654(B)(ii) would require \$25 fee assessed/paid on never IV-A cases where at least \$500 is collected. Any collections of this fee would be shared with the federal government at FFP rate. DRA mandates this change.	MiCSES 4.7 (Partial) Placeholder: MiCSES 5.1 (completion)
105	2	Financial	DRA	Assignment on Current Assistance Cases (Mandatory)	42 USC 608(a)(3) rephrases requirement for IV-A applicants to require assignment only of support that accrues while the family receives IV-A assistance, no longer requiring assignment of pre-assistance arrears (CAA & TAA). DRA mandates this change.	
26	3	Financial	FIN-WIT, FOCA Memo 03/05	Pro-rating the Monthly Support Amount	State statute # MCL552.605C and SCAO policy require that support payments are prorated at the end or start of an order. Further, single-child emancipations on cases with multiple children require pro-rationing of support obligations as well (unless every child is born at midnight on the last day of a month).	
108		Financial	DRA	Option to Discontinue Older Support Assignments (Optional)	42 USC 657(b)(1) allows a state to discontinue assignment for PAA that accrued pre-1997. 42 USC 657(b)(2) allows a state to discontinue assignment for any existing CAA and TAA accrued post-1997. Each is a separate option to choose, under the law.	
106		Financial	DRA	Distribution changes, and an option regarding former assistance arrearage distributions (Optional)	Provides optional distribution choices to adjust the priority of distribution from "when" arrears accrued to "who" the arrears are due. The change from "when" to "who" would be transparent to the customer (need in-depth analysis to confirm). It also removed the state's right to retain Federal Tax Refund Offset (FTRO) payments in advance of the family unless the old process is retained. A state may choose to distribute using the existing "when" or the new "who."	
107		Financial	DRA	Pass through of additional support with federal participation.	42 USC 657(7)(A) allows a state to pay to the family any permanently assigned (PAA) support collected on a former assistance case; (B) allows a state to pay to the family \$100 (or up to \$200 if > one child) of support on a current assistance case. Michigan's current Client Participation Payments (CPP) (\$50) may be impacted by the state's selection in options (B). All necessary MiCSES functionality being included in Bridges 5.0. decision to increase/decrease CPP can be made later through MiCSES table changes. Appears here for visibility only.	MiCSES 5.0
35		Financial	FIN-WIT	Recovery/Make Whole Process	As of April 1, 2004, OCS officially stops making whole county errors. No functionality in MiCSES exists for counties to make whole errors, unless the county originally receipted the payment. (county could make an error independent of receipting that would need recovery. Policy and system development need to occur to outline recovery and make whole. The system and process must meet the requirements outlined in OCSE's DCL 02-01 and 03-02.	

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3		Financial	FIN-WIT, FOCA Memo 03/05	Allocation (Large allocation only; small allocation was implemented in 1/2005)	When the current ordered amount is paid and the additional amount ordered on arrears is paid, the system allocates according to the arrears for each individual arrearage category. The system should allocate to the family arrears categories first then to the state arrears categories. \ When the FIN-WIT discussed this, we also discussed the existing SCAO Allocation policy, which needed to be updated. This should be a priority, too. 9/16 per Dan B. - The system must allocate and distribute in priority order according to the arrears balances for the NCP/docket. 9/06 PLG stated if other distribution work permits working on this project, do so.	
58		Financial	OCS	Fees: To Match 45 CFR 302.33	Michigan is charging fees on all cases that go through the SDU including IV-A cases, which is forbidden by federal regulation. This request would change statute to assess SF and PF fees on non-current assistance cases only. Affects: MCL 600.2538 – Payments of support or maintenance collected by friend of the court or state disbursement unit; fee; notice; transition to centralized receipt and disbursement of support and fees; "state disbursement unit" or SDU defined.	
38		Financial	OCS	Revamp Central Financials - Migrate Into MiCSES	Dan Bauer: Federal Regulations require single automated system for distribution. Currently, in MI, Central Financials Functionality handles second distribution outside of MiCSES. Even though we passed Federal certification, we need to address this issue. 9/06: Being incorporated along with Bridges.	MiCSES 5.0
68	1	Other	FOCA, FOCA Memo 03/05	Usability: Improve system navigation & views thru maintenance releases	The following must be changed as part of a system release before being applied to individual screens in maintenance releases: a) Back/forward button functionality. b) Stop button functionality. c) Screen color choice functionality. d) Viewing multiple applications simultaneously. e) Setting and maintaining browser size. The functional designs US02, US03 and US04 have been completed and checked into the repository but are not scheduled for a release as of yet.	Business & Functional Design Complete
21	2	Other	MiCSES Project Staff	Constituent Self Service	Customer Service: Pursue a fully integrated – total solution - to customer service. An approach where the Integrated Voice Response Unit (IVRU), the CSE Web site, and the Customer Service Call Center are integrated components of the CSE programs approach to customer service. Also pursue an approach that empowers our clients to 'almost' manage their own cases. Kelly M: Develop the ability to apply for services online. 1/30/07 JW asked to supply cost savings info when it is available.	
29		Other	OCS/ MiCSES Project Staff	Automate Mail Handling	Auto entry & update of support orders: Complicated process but could be achieved by scanning a support order, using Optical Character Recognition (OCR) technologies that understand the scanned document, and rules based decision engines to automatically translate the order and update MiCSES financial tables. Auto entry of CSE applications: Achieved two ways: (a) Web based entry of application info that would be acquired by the client answering a carefully prepared, step by step set of questions. Answers provided would be automatically processed by the application resulting in a case in MiCSES. (b) Manually generated application could be processed in a manner similar to the entry of a support order. This would be achieved by scanning an application, using OCR technologies to understand the scanned doc. Auto capabilities to handle 'high volume' incoming mail: Using Scanning and OCR technologies provide automated capabilities to update relevant MiCSES database files when processing Post Master verification letters or other high volume docs.	

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MiCSES Improvement Priorities

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43		Other	Training	Training Region	Confidential case information appear in Region for all classroom participants to view. This is inappropriate.	
62		Other	FOCA Memo 03/05	Eliminate MiCSES Data Inconsistency and Redundancy	Significant work effort. There are a number of inconsistencies in MiCSES based on the screen that is used to retrieve the information because the database is not normalized and data is stored in multiple tables and fields instead of a single location for the same information. For example: Employment information listed for a member on EHIS does not correspond with the employer data from which the payment is being received from on RHIS. In this case, it is necessary for the Friend of the Court to contact the employer and/or the State Disbursement Unit (MISDU) to verify or obtain applicable employer data to assist the user.	
27		Reporting	FOCA, FOCA Memo 03/05	Federal & Management Reports: Phase 3 Management Reports	Options a. Reporting software b. something directly on MiCSES for users to be able to access for management reports 9/04. c. performance reports directly on MiCSES d. expand FPRO Reporting process – more Management reports on MiCSES e. expand ODBC capabilities to other counties with technical staff. ODBC in pilot with Berrien and Kent. f. provide graphs and charts on performance via users request direct from MiCSES Recommend this as the 3rd phase of 4.	
14		Reporting	OCS	Federal & Management Reports: Phase 1 Federal Reports from MiCSES	Create Federal Reports (157 and 34a) that reconcile to each other and the SDU. Pursue pulling data directly out of MiCSES rather than through the DW. It is understood that we will have a "blip" on the federal reports to the feds because of the transition from one process to a new one. We'll be put in a position to explain it which is OK. The cost allocation audit the feds are to perform in 08 impacts this discussion. We must be willing to accept, and set expectations about, the MiCSES duplication of cases and inconsistencies that will be visible once reports are generated from MiCSES. (Fixing duplications and inconsistencies is a separate work effort.) This would be the first phase of a 4 phase approach including worker level reports, management reporting and ad hoc reporting.	
99		Reporting		Account Statement Enhancements Group C	Court Case Report (CCRT)	Business Requirements Completed(FN54)
22		Reporting	MiCSES Project Staff	Federal & Management Reports: Phase 4 Adhoc Query Capability	Adhoc Query Capability: The user community is clamoring for adhoc query access to the MiCSES database. A user friendly, data access tool could be made available to the user community to query against these databases. Canned queries could also be created and maintained for the user in this environment. In the Long Term, a more comprehensive 'Knowledge Management Approach' (based on Accenture's concepts) could be pursued. This approach would not only provide the user community with what they need but also provide OCS with a tool to manage the CSE program. Provide a tool to perform ad hoc reporting to users based on data in MiCSES. Users would be able to craft their own reports based upon an agreed upon master list of data elements.	

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118		Reporting	MiCSES Project Staff	Federal & Management Reports: Phase 2 Worker Level Reports	Allow drill down of the federal reports (157 & 34a) that are reconcilable to the worker level to empower workers to see their impact on federal incentives/audits. This would be the second of 4 phases.	
82	1	SDU	PLG	SDU Directed Payment: Special Allocation	SDU needs the authority/security/functionality to post payments to specific cases as appropriate without having to direct such payments to the FOC.	
66	2	SDU	OCS	Debit Card	A new disbursement type is required to record EBT payments. Risks of not adding this are that MiCSES will not accurately display to users how support was disbursed, result in inaccurate accounting, incorrect records, as well as be out of compliance with the state requirements. In addition, other changes requested would provide update files to the debit card vendor when demographic changes occur, potentially identify new cases receiving support by paper, identify customers who have exceptions from the law, and reporting to be identified.	
88		SDU		Improve Data Sent to SDU Vendor	Improve notes information, CP Data and disbursement data.	
78	1	Technical	MiCSES Project Staff	Oracle Upgrade (Formerly 10G)	Oracle support for 9i will end July 1, 2005. It is not recommended to remain unsupported for longer than 2 years. This will require significant testing.	Charter Approved
75	2	Technical	MiCSES Project Staff	Data Archival/Purge Strategy	Historical information can be archived for 'on request' retrieval rather than 'real time' retrieval - improving day-to-day online transactional response time. Some data may be able to be purged after a certain period of time. Partial implementation of those items with no user impact is targeted for 4.1.	MiCSES 4.1 (partial); Charter required to determine Technical Approach
42	3	Technical	MiCSES Project Staff	VAX/CSES	Retire old hardware: VAX/CSES.	
77	4	Technical	MiCSES Project Staff	Improved mechanism for providing a 'read only' instance of MiCSES (Previously known as "Physical standby database and read-only application")	The current implementation of the read only MiCSES 'Pro' database is not optimal and causes complication with builds, downtime during release builds, additional time in the batch window and potential poor performance in the MiCSES online application. Implementation of a physical standby database may be one alternative mechanism for providing this capability. This will provide increased performance in production as a physical standby database would allow all backups to be run against the standby as opposed to production. Currently when backups are run in production, users experience slowness. This will allow production builds to be executed more quickly which will result in less batch contention on release weekends.	

Program Leadership Group
MiCSES Improvement Priorities

Request #	PLG Priority	Function Area	Source	Item	IV-D Professional Item Description	Status
83	5	Technical		IRS 128 Bit Encryption	The 128-bit encryption issue is a response to IRS audit findings. MiCSES is currently encrypted to the desktop at 40-bit, using internal features of the Oracle 9i Application Server product. The IRS requires at least 120-bit. The modification of the system to incorporate 128-bit encryption involves the purchase/installation of SSL certificates, modification to application server settings, introduction of a new end-user Production MiCSES URL (https), possible desktop certificate installation/configuration, and system/load testing to observe the overhead of the enhanced encryption placed on application server and desktop computing resources. It is expected that the computing resources required for the enhanced encryption will negatively affect the performance of the MiCSES application at the end-user/desktop level. Low-end hardware will be most affected. Application server resources and capacity may also be impacted by the introduction of the SSL certificates and encryption processing. The changes are not difficult, but they are not currently scoped in any release.	Charter Approved
79	6	Technical	MiCSES Project Staff	New platform for PostalSoft application	The Data Warehouse utilizes PostalSoft as an address cleanser. This software currently runs on servers that are no longer supported. This piece is critical to daily operations of the Data Warehouse.	Charter Approved
76	7	Technical	MiCSES Project Staff	Upgrade production server hardware.	Currently production hardware is Compaq Alpha TRU64 and will stop being supported in 2007. At this point in time, we will need to upgrade to HP-UX. This will require a significant effort.	

MiCSES Two Year Release Plan Timeline

[illegible]